

DUTY STATEMENT

DS 3022 (1/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNOLOGY BUSINESS MANAGEMENT OFFICE
ENTERPRISE ARCHITECTURE SECTION**

DUTY STATEMENT

JOB TITLE: Information Technology Specialist I**POSITION #:** 472-511-1402-002**WORKING TITLE:** Enterprise Architect Analyst**EMPLOYEE:** TBD

POSITION DESCRIPTION: Under the general direction of the Information Technology Supervisor II, Enterprise Architecture Section, the incumbent is a change management analyst, assisting with the preparation and implementation of IT change initiatives involving business processes and technology. The incumbent develops and executes communication plans, training plans and organizational alignment strategies to achieve successful delivery of the business objectives. The incumbent is responsible for software management and works with Microsoft to manage and monitor licenses, contract and other O365 components. The incumbent also assists in the development and maintenance of DDS Enterprise Architect policies and methodologies and provides analytical support for synchronizing business needs with IT systems and confirming the efficacy of technical solutions.

SUPERVISION EXERCISED: N/A**SUPERVISION RECEIVED:** Information Technology Supervisor II

DOMAIN(S):	Business Technology Management	Moderate Skills
	Client Services	Critical Skills
	Information Security Engineering	Basic Skills
	IT Project Management	Basic Skills
	Software Engineering	Moderate Skills
	System Engineering	Basic Skills

EXAMPLES OF DUTIES:Essential Job Functions:

- 40% Design and implement a communication strategy and plan to build awareness of change activities relating to each IT change initiative. Create a training needs analysis strategy and plan in order to develop appropriate training materials to address knowledge and skill set gaps in moving to the new environment. Work collaboratively with IT subject matter experts and provide presentations to impacted customers. Clarify how changes will affect the users on a day-to-day basis. Lead change management meetings. Prepare and conduct a readiness assessment for each change initiative impacting users to determine level of preparedness for the change; identify potential risks and obstacles and prepare mitigation activities to ensure the business area is sufficiently prepared for the new IT system.

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- 35% Work with Microsoft to manage and monitor licenses, contract, monthly meetings and O365 updates. Lead in software management, which consists of researching new software requests for our environment, confirming compatibility to existing environment, in some cases confirming best of breed, accepting or rejecting as a desirable solution, documentation of purchases, reconciliation of installed software and maintenance of software inventory.
- 15% Assist in the development and maintenance of DDS Enterprise Architecture policies, guidelines and standards that steer the development, selection, application and utilization of IT within DDS. Ensure the alignment of IT strategy and planning with DDS's existing and future business goals. Promote the use of shared applications and infrastructure to cut expenditures and enhance the flow of information.
- 5% Support change management at the organizational level, Enterprise Change Management. Apply a structured change management approach and methodology for all IT change efforts across the organization. Schedule, manage, document and run change management meetings and other related meetings.

Marginal Job Functions:

- 5% Assist application staff with support as appropriate: develop and distribute update information, analyze error reports, and test program changes. Develop and provide application training for customers. Complete other required duties within the scope of this position.

WORKING CONDITIONS:

- Open-spaced partitioned offices.
- Occasionally is required to move and transport objects weighing up to 25 pounds.
- Work on a personal computer up to 80% of the time.
- Occasional travel may be required up to 5% for overnight or day trips for covered California locations.

DESIRABLE QUALIFICATIONS:

Knowledge of: Principles and practices of supportive staff services; IT strategic development skills; the latest technologies, especially Cloud based service solutions.

Ability to: Develop and maintain cooperative and harmonious relationships with department staff, regional centers, and developmental centers; analyze situations accurately and take effective action; speak and write effectively; reason logically; analyze data and present ideas and information effectively. Strong written and verbal communication skills.

CERTIFICATION OR LICENSE: None.